

PRO  
JCL 09/637969  
JC826

Class	Subclass
ISSUE CLASSIFICATION	

PATENT NUMBER

**U.S. UTILITY Patent Application**

O.I.P.E. <i>PTD</i>	PATENT DATE
SCANNED <i>VR</i> Q.A. <i>TM</i>	

APPLICATION NO. 09/637969	CONT/PRIOR	CLASS 709	SUBCLASS <i>226</i>	ART UNIT 2152 <i>2154</i>	EXAMINER <i>El-Hady</i>
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APPLICANTS  
Nayel Saleh

TITLE  
Method and apparatus for allocating resources of a contact center

PTO-2040  
12/99

ISSUING CLASSIFICATION					
ORIGINAL		CROSS REFERENCE(S)			
CLASS	SUBCLASS	CLASS	SUBCLASS (ONE SUBCLASS PER BLOCK)		
INTERNATIONAL CLASSIFICATION					
<input type="checkbox"/> Continued on Issue Slip Inside File Jacket					

TERMINAL DISCLAIMER	DRAWINGS			CLAIMS ALLOWED	
	Sheets Drwg.	Figs. Drwg.	Print Fig.	Total Claims	Print Claim for O.G.
<input type="checkbox"/> The term of this patent subsequent to _____ (date) has been disclaimed.	(Assistant Examiner) _____ (Date)  (Primary Examiner) _____ (Date)			NOTICE OF ALLOWANCE MAILED	
<input type="checkbox"/> The term of this patent shall not extend beyond the expiration date of U.S Patent. No. _____  _____				ISSUE FEE	
<input type="checkbox"/> The terminal _____ months of this patent have been disclaimed.	(Legal Instruments Examiner) _____ (Date)			ISSUE BATCH NUMBER	

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